



## Frequently Asked Questions

### **Do I have to be an overnight guest of Gaylord Rockies to use Arapahoe Springs Pool & Lazy River?**

Arapahoe Springs is an exclusive amenity for registered, overnight guests only.

### **Can I purchase a day pass for Arapahoe Springs Pool & Lazy River?**

Unfortunately, we do not allow access to Arapahoe Springs Pools and Lazy River unless you are a registered guest.

### **Can guests bring their own food, drinks, or coolers into Arapahoe Springs Pool & Lazy River?**

Outside food, drinks or coolers are not allowed at Arapahoe Springs. Food and beverage is available at Arapahoe Springs Bar & Grill.

### **Should I bring towels?**

You do not need to bring your own towel. We have towels available at the Towel Hut at Arapahoe Springs.

### **Are there locker rooms/changing facilities?**

We recommend changing into your swimwear before entering the pool area. There are, however, restrooms available at Arapahoe Springs and you are welcome to change into your swimwear in the restrooms.

### **Are there lifeguards on duty?**

Lifeguards are on duty and patrol the indoor pool, outdoor pool and lazy river.

### **Are flotation devices permitted?**

We do ask that you do not bring any outside flotation devices.

### **Are life jackets available for rent?**

Life jackets are available, and they are free of charge.

### **What is the age requirement for children to be at Arapahoe Springs Pool & Lazy River by themselves?**

Children under 13 years old must be accompanied by an adult who is responsible for their safety and behavior.

### **Can my children use the hot tub?**

Children can use the hot tub at their parent's discretion. We also feature one outdoor hot tub that is exclusively for adults.

### **Are regular diapers permitted in the water?**

For the health and safety of all guests, we require all diaper dependent guests to wear swim diapers. Swim diapers are available upon request.

### **Do all the pools at Arapahoe Springs Pool & Lazy River remain open during inclement weather?**

In the event of inclement weather and to ensure the safety of our guests, the outdoor pool and lazy river will need to be closed.

### **Do I need a wristband even if I do not plan on swimming?**

Wristbands are required to enter the pool area.

### **What are the height requirements for the slides?**

Guests need to be 48 inches to ride the indoor slides, but there is not a height requirement for the outdoor slide.

### **Are there height requirements for the lazy river?**

There is not height limit for the lazy river; however, guests must be capable swimmers.

### **Will there be food and beverage options at Arapahoe Springs Pool & Lazy River?**

Arapahoe Springs Bar & Grill is open daily.

### **Are Cabanas available at Arapahoe Springs Pool & Lazy River?**

Cabanas are a seasonal amenity and can be reserved online at [gaylordrockies.ipoolside.com](http://gaylordrockies.ipoolside.com).

### **Can I get a credit on my hotel room if I do not/cannot use the pool?**

While this is included in the Resort Fee, we do have several other activities and amenities that are included. We will unfortunately not be able to issue a credit for the inability to use the pool.

### **Can I use the pool on my day of arrival if I have not been able to check-in yet?**

Guests are able to use the pool on their day of arrival.

### **What if I want to host a birthday party or group outing at Arapahoe Springs? Can I bring outside guests to my pool reservation?**

Arapahoe Springs is an exclusive amenity for registered, overnight guests and we kindly request that you do not bring outside guests.

### **Are pets allowed in the Hotel or Pool?**

Gaylord Rockies is not a pet-friendly resort; however, service animals with their owners will be permitted in the resort and in the pool area.